

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

County & Agency Name: San Mateo County, Children and Family Services/Juvenile Probation Date Completed: 12/07/2007

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This template is intended to be used as a guide to help counties incorporate the 2006 federal disaster response criteria as part of local child welfare plans. Minors in the probation system must also be included in the plan. County plans must be amended to include Child Welfare Services (CWS) Disaster Response Plans and be operational by September 28, 2007.

In September 2006, Congress passed the Child and Family Services Improvement Act of 2006 (Public Law (PL) 109-288). PL 109-288 amended Part B of Title IV of the Social Security Act to reauthorize the Promoting Safe and Stable Families Program. Among other changes, PL 109-288 established requirements for states on disaster planning in child welfare under Section 6 (a) (16). Accordingly, counties are requested to address the following program areas in developing local disaster readiness plans.

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CWS Disaster Response Criteria A:	Identify, locate, and continue availability of services for children under State care or supervision who are displaced or adversely affected by a disaster:
Essential Function:	1. Identification and location process of children who may be displaced
Process Description:	Each manager will have a weekly updated USB drive that includes the child's pertinent information and location. These drives will be kept with the manager at all times. Each placement is required to contact the placing agency within 24 hours of a disaster. Those placements that do not contact the agency within the allotted time frame (24 hours) will be identified and contact will be initiated to confirm location and safety of each child. In the event that a child is displaced the child welfare

	worker or Deputy Probation Officer will initiate investigation into the child's whereabouts utilizing law enforcement and additional resources as needed. Those children in custody/jurisdiction of juvenile probation will be monitored by juvenile probation and the manager will be updated daily on the status of those children.
Essential Function:	2. Communication process with child care providers
Process Description:	Child care providers are instructed to call the toll free number, as soon as possible but no later than 12 hours after the initial onset of a disaster. The child welfare worker, parent/guardian, and the child care provider will negotiate the child's return.
Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	The CFS director or designee and Chief Probation Officer or his designee will decide with emergency officials if evacuation is necessary. If evacuation is necessary the CFS director and Chief Probation Officer/designee will initiate with the evacuation procedures outlined in the emergency operations plan.
Essential Function:	4. Identification of evacuation procedures – Event not known in advance
Process Description:	If time permits and emergency officials are present the CFS director will decide with emergency officials if evacuation is necessary. If time does not permit the CFS director will decide and initiate the established evacuation procedures outlined in the emergency operations plan.
Essential Function:	5. Identification of shelters
Process Description:	Shelters throughout San Mateo County have been pre-identified and designated throughout the region. Each employee through training, the emergency operations plan and posted information has been informed of the local shelter(s).
Essential Function:	6. Parental notification procedures
Process Description:	Workers will field calls from parents/guardians and those that have not contacted the placing agency will be contacted, in person or by phone, by a designated agency representative notifying them of the location of their child (ren) and the safety status of their child (ren).
Essential Function:	7. Alternative processes for providing continued services
Process Description:	In order to continue to provide services without significant disruption the CFS director or designee, Chief Probation Officer/designee and designated managers will designate staff that will field calls, follow up with families, triage new referrals and follow up with new referrals. The CFS director or

	designee and Chief Probation Officer/designee will identify and secure any additional resources needed.
Essential Function:	8. Staff assignment process
Process Description:	CFS managers will discuss staff that have responded and are onsite; each will be assigned to perform critical child welfare functions. These tasks include but are not limited to fielding calls from families as well as staff, following up with active cases and displaced children, triage of new referrals and home visits of new referrals. Probation does not anticipate any new referrals and will have staff assigned to active cases, or in their absence staff assigned by a probation supervisor, manage phone calls and issues with families regarding displaced youth.
Essential Function:	9. Workload planning
Process Description:	The workload will be distributed according to individual staff skills and experience.
Essential Function:	10. Alternative locations for operations
Process Description:	The alternative location for operations will be the emergency operations center located at the Twin Pines Community Center, in accordance with the San Mateo County Human Services Agency Emergency Operations Plan.
Essential Function:	11. Orientation and ongoing training
Process Description:	All employees; child care givers; resource families; and placements are required to attend a emergency operations training, this training includes various types of emergencies, advanced notice, evacuation procedures, when to evacuate, where the exits are located, where the disaster kits are located, where the emergency operations center is located, what the expectations are of employees and placements/caregivers, how to devise a personal emergency response plan. There are quarterly scheduled drills that walk through the specific plan, in the effort to evaluate what works and what, if anything, should be revised.
CWS Disaster Response Criteria B:	Respond, as appropriate, to new child welfare cases in areas adversely affected by a disaster, and provide services in those cases:
Essential Function:	1. New child welfare investigation process
Process Description:	Staff will triage phone calls and a team will go out on immediate/emergency referrals. All others will be addressed by phone interviews.

Essential Function:	2. Implementation process for providing new services
Process Description:	Children that require placement will be placed in the receiving home until services are stabilized and staffing is at a reasonable ratio.
CWS Disaster Response Criteria C:	Remain in communication with caseworkers and other essential child welfare personnel who are displaced because of a disaster:
Essential Function:	1. Communication structure – staff
Process Description:	Employees are required to report to the command post/shelter within 24 hours the calls will be fielded by the designated staff, San Mateo County Children & Family Services and Probation staff will report on their safety status and location.
Essential Function:	2. Communication structure – child welfare personnel (phone tree). Probation personnel will check in with their immediate supervisors in the following manner: Deputy Probation Officers contact their Probation Services Manager. The Probation Services Manager contacts the Director of Juvenile Services. The Director of Juvenile Services contacts the Deputy Chief Probation Officer of Juvenile Services who contacts the Chief Probation Officer/designee.
Process Description:	Each manager will maintain, on the above referenced flash drive, team contact information and responsibilities.
Essential Function:	3. Communication structure – contracted services
Process Description:	San Mateo County Children & Family Services and Probation do not contract with any other agency for critical services.
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	Communication will be through walkie talkie, OASIS (operational area satellite information system) and if needed CLERS (California law enforcement radio system), and in some cases cellular phones.
Essential Function:	5. Communication frequency
Process Description:	Staff will report in/be contacted daily.

Essential Function:	6. Communication with media
Process Description:	The Human Services Agency Director or the Public Information Officer will be the only people that will speak to the media. For the Probation Department, the Chief Probation Officer/designee will communicate with the media.
Essential Function:	7. Communication with volunteers
Process Description:	San Mateo County Children & Family Services Director will facilitate the allocation and supervision of volunteers.
Essential Function:	8. Establishment of a toll-free number prior to disaster (include TTY)
Process Description:	A toll free number will be established and disseminated to all collaborative parties and employees.
CWS Disaster Response Criteria D:	Preserve essential program records:
Essential Function:	1. Record preservation process
Process Description:	All essential information regarding cases and referrals are located in the CWS/CMS system. Hard copies are located in San Mateo County Records office. The Probation Department keeps essential records in the Juvenile Case Management System (JCMS).
Essential Function:	2. Use of off-site back-up system
Process Description:	San Mateo County Children & Family Services Director has access to the statewide network through the county laptop. For Probation, data stored in JCMS is backed up daily and stored offsite.
CWS Disaster Response Criteria E:	Coordinate services and share information with other states:
Essential Function:	1. Interstate Compact on the Placement of Children reporting process

Process Description:	The San Mateo County Children & Family Services ICPC coordinator has a list of ICPC case and contacts within each state. The coordinator will initiate contact and report on the safety status and placement of each child. For Probation, the Deputy Probation Officer assigned to a case, the PSM in charge of the Placement Unit and the Director overseeing the Placement Unit has a list of youth residing in out of State facilities with contact information. The assigned Deputy Probation Officer will be responsible for contacting out of State facilities to confirm the status of their youth. Should there be difficulty contacting facilities, local Law Enforcement and/or Child Welfare authorities will be asked to assist.
Essential Function:	2. Mental health providers
Process Description:	Those mental health providers that contract with San Mateo County Children & Family Services and Probation will be contacted by a designated staff.
Essential Function:	3. Courts
Process Description:	Within 7 days the court will receive a report for all children receiving services and with open referrals/cases.
Essential Function:	4. Federal partners
Process Description:	Federal partners will be given a full account of resource expenditures and needs within 14 days.
Essential Function:	5. CDSS
Process Description:	Contact will be initiated with the CDSS in order to report safety status and any deficits in resources.
Essential Function:	6. Tribes
Process Description:	Tribes will be contacted to report the status of those children that are ICWA eligible.
Essential Function:	7. Volunteers
Process Description:	Volunteers assigned to San Mateo County Children & Family Services will be contacted daily.

